

**Inquiry Reasons
For 10/1/2010 - 12/31/2010**

Utility Type	Inquiry Reasons	No. of
Cellular		
	Billing	4
	Rates/Policies	2
	Service quality/repair	3
		Total 9
Competitive Local Exchange Carrier		
	Billing	3
	Disconnection	4
	Line extension/upgrade charge	2
	Rates/Policies	5
	Refusal to provide service	1
	Service quality/repair	11
	Slamming	5
		Total 31
Gas Distribution Companies		
	Billing	7
	Deposit	1
	Disconnection	6
	Rates/Policies	6
	Refusal to provide service	5
	Safety	1
	Service quality/repair	5
	Slamming	1
		Total 32
Intrastate Gas Pipeline Companies		
	Line extension/upgrade charge	1

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Utility Type	Inquiry Reasons	No. of
	Service quality/repair	1
		Total 2
Investor-Owned Electric Utilities		
	Billing	81
	Deposit	12
	Disconnection	61
	Line extension/upgrade charge	3
	Rates/Policies	58
	Refusal to provide service	10
	Safety	1
	Service quality/repair	43
		Total 269
Investor-Owned Water Companies		
	Billing	26
	Disconnection	11
	Rates/Policies	6
	Refusal to provide service	1
	Service quality/repair	5
		Total 49
Local Exchange Carriers		
	Billing	53
	Disconnection	6
	Line extension/upgrade charge	4
	Product Services	2
	Rates/Policies	28
	Refusal to provide service	7
	Safety	3

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Utility Type	Inquiry Reasons	No. of
	Service quality/repair	94
	Slamming	1
	Total	198
Long Distance Carriers		
	Billing	1
	Service quality/repair	1
	Slamming	1
	Total	3
Rural Electric Cooperative Corporation		
	Billing	13
	Disconnection	14
	Rates/Policies	3
	Refusal to provide service	6
	Service quality/repair	6
	Total	42
Water Associations		
	Billing	3
	Disconnection	4
	Rates/Policies	2
	Service quality/repair	1
	Total	10
Water Districts		
	Billing	17
	Disconnection	7
	Line extension/upgrade charge	2
	Rates/Policies	5
	Refusal to provide service	3

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Utility Type	Inquiry Reasons	No. of
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	Service quality/repair	5
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Total 39

Grand Total 684